



A Conversation with Horizon Texas Conference Leaders Zoom Webinar Help Guide

Read this first: this is a Zoom Webinar, not a Zoom Meeting

If you have used Zoom for meetings, this will look different. That is normal. Nothing is wrong with your device.

In a Zoom Webinar:

- You can see and hear the speakers. They cannot see or hear you.
- Your camera and microphone stay off. There is no button to turn them on.
- You will not see the names or faces of other people watching, and they will not see yours.
- To ask a question, you type it in **Q&A**. [See "Ask a question" below.](#)

[Troubleshoot joining, sound and picture, phone calls, and Q&A.](#)

Webinar details

A Conversation with Horizon Texas Conference Leaders

Link	https://us06web.zoom.us/j/81862690509?pwd=arUMGFpy5XnvdfI3AYbSeaxsnNyfe0.1
Webinar ID	818 6269 0509
Passcode	343491

The link already includes the passcode. You only need to type the Webinar ID and passcode if you join without the link or by phone.

You can join four ways. Pick one:

1. [Zoom app via Computer](#) (most reliable)
2. [Computer Web Browser](#) (nothing to install)
3. [Zoom app via Smartphone or Tablet](#)
4. [Phone call](#) (audio only, includes landlines; long-distance rates may apply)

Option 1: Zoom app via Computer

No Zoom app on this computer? Use Option 2. It runs in your web browser with nothing to install.

Using the link:

1. Click the webinar link.
2. Your web browser opens, and a box pops up asking to open Zoom. Click **Open**. (The button may say Open Zoom Workplace, Open Zoom Meetings, Open zoom.us, Open Link, or Allow.)
3. If Zoom asks for your name and email address, type them in and click **Join**.
4. If a box asks about audio, click the button to join with computer audio.

Without the link:

1. Open the Zoom Workplace app.
2. Click **Join** (or **Join a Meeting**).
3. Type the Webinar ID: **818 6269 0509**. Click **Join**.
4. When asked for the passcode, type **343491**.
5. If asked for your name and email address, type them in and click **Join**.

Option 2: Computer Web Browser

Use an up-to-date Chrome, Edge, Safari, or Firefox. On a phone or tablet, use Option 3 instead.

1. Click the webinar link.
2. A box pops up asking to open or download Zoom. Click **Cancel**.
3. Look at the bottom of the page and click **Join from your browser**.
 - o Don't see it? Click **Launch Meeting**, click **Cancel** on the pop-up again, then look at the bottom of the page.
4. If your browser asks to use your microphone and camera, click **Allow**. This does not turn your camera or microphone on.
5. Type your name (and email address, if asked). Click **Join**.
6. If you see a **Join Audio** button, click it so you can hear.

Option 3: Zoom app via Smartphone or Tablet

No Zoom app on your phone or tablet? Install the free **Zoom Workplace** app (made by Zoom) from the App Store or Google Play, then tap the link again. You do not need a Zoom account. Or call in with Option 4.

Using the link:

1. Tap the webinar link in your email or text message. The Zoom app opens. (If your phone asks whether to open Zoom, tap **Open**.)
2. If Zoom asks for your name and email address, type them in and tap **Join**.
3. If Zoom asks how you want to hear the audio, tap the option that uses your internet connection. On most phones it says **Wi-Fi or Cellular Data**. (Choose **Dial In** only if you want to hear it through a phone call instead.)

Without the link:

1. Open the Zoom Workplace app.
2. Tap **Join** (or **Join a Meeting**).
3. Type the Webinar ID: **818 6269 0509**. Tap **Join**.
4. When asked for the passcode, type **343491**.
5. If asked for your name and email address, type them in and tap **Join**.

Tip: The buttons hide after a few seconds. Tap the screen once to bring them back.

Option 4: Phone call (audio only)

Shortcut for smartphones: Tap this number: [+13462487799,,81862690509#...*343491#](tel:+13462487799,81862690509#...*343491#)

Your phone will call Zoom and enter the meeting ID and passcode for you. **Do not press anything.** You will hear Zoom ask for the meeting ID, then a pause. It takes about 20 seconds.

For phones other than smartphones, including landlines:

	Number
Call this first	1-346-248-7799 (Houston)
If that number is busy or will not connect	1-312-626-6799 (Chicago)

These are regular long-distance numbers, not toll-free. Depending on your phone plan, long-distance charges may apply.

From any phone:

1. Dial **1-346-248-7799**.
2. When asked for the meeting ID, press **818 6269 0509**, then #.
3. If asked for a participant ID, just press #.
4. When asked for the passcode, press **343491**, then #.
5. If the recording asks for a host key or says the webinar has not started, press # and stay on the line.

Your line stays muted the whole time. To leave, hang up.

Phone callers cannot use Q&A. To type a question, including an anonymous one, join with Option 1, 2, or 3.

Ask a question (Q&A)

Type your questions in **Q&A**. They go to the hosts and panelists, who may answer out loud or by typing a reply. If they plan to answer yours out loud, you will see a note in the Q&A window.

On a computer (app or browser):

1. Click **Q&A** at the bottom of the Zoom window. If you don't see it, click **More** (three dots).
2. Type your question in the box.
3. To ask anonymously, check **Send Anonymously** before you send.
4. Click **Send**.

On a smartphone or tablet:

1. Tap the screen to show the buttons, then tap **Q&A**. If you don't see it, tap **More** (three dots).
2. On an iPhone or iPad, tap **Ask a Question**.
3. Type your question.
4. To ask anonymously, turn on **Send Anonymously** before you send.
5. Tap the send button.

What Send Anonymously does and does not do:

- Your name is not shown on that question to the hosts, panelists, or other attendees.
- It only covers questions sent with it turned on. Check it for every question you want kept anonymous. A question sent without it shows your name.
- It does not hide that you attended. The hosts can see who joined: the name you entered or, for people who call in, their phone number (it may be partly hidden).
- It does not remove details you type. Leave out anything in the question that identifies you.
- There is no chat in this webinar. **Q&A** is the only way to send a question.
- If you don't see **Send Anonymously**, the host has not turned it on, and your question will show your name.

Troubleshooting

Joining

If this happens	Do this
"Please wait for the host to start this webinar" or "Waiting for the host to start the webinar"	The webinar has not started. Stay on that screen.
Zoom asks you to update the app	Install the update. Zoom does not let outdated versions join. If the update fails, use Option 2 or 4.
A pop-up keeps asking to open or download Zoom	Install the app (Option 1 or 3), or click Cancel and use Join from your browser (Option 2).
No "Join from your browser" link	Click Cancel on the pop-up and scroll to the bottom of the page. Still missing? Use Option 1, 3, or 4.
"Invalid meeting ID" or the passcode is rejected	Check the numbers. Webinar ID: 818 6269 0509 . Passcode: 343491 . Clicking the link avoids typing either one.
A message says the webinar is full	The webinar has reached its attendee limit. A recording will be posted to htcumc.org/hpumc when it is available.

Sound and picture

If this happens	Do this
You can't turn on your camera or microphone	That is normal in a webinar.
You can't see other attendees	That is normal in a webinar.
You can't hear anything	Turn up your volume. On a computer, click the small arrow (^) next to Audio Settings and pick a different speaker. In a browser, click Join Audio if you see it. On a smartphone or tablet, tap the speaker icon in the top-left corner. Still nothing? Leave and rejoin, or call in (Option 4).
You hear an echo or the sound twice	You are connected on two devices. Leave on one, or turn its volume all the way down.
Video freezes or is choppy	Move closer to your Wi-Fi router. Close other programs and browser tabs. Leave and rejoin. For sound only, call in (Option 4).
You left by mistake or got disconnected	Join again the same way. You can rejoin while the

If this happens	Do this
	webinar is still going.

Phone calls

If this happens	Do this
Asked for a participant ID	Press #.
Asked for a host key	Press # and stay on the line.
The Houston number is busy or won't connect	Call 1-312-626-6799 instead.
The call drops	Call back and enter the numbers again.

Q&A

If this happens	Do this
You can't find the Q&A button	Tap the screen (phone or tablet) or move your mouse (computer) to show the buttons. Then look under More (three dots). On a computer, making the Zoom window larger can also help.
You called in by phone	Q&A is not available by phone. Join with Option 1, 2, or 3 to type a question.

Still stuck?

If nothing works, call in. Option 4 works from any phone and needs no internet.